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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/751,303	12/28/2000	Brian L. Sterling	830078.401	8598

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EXAMINER

SCHLAIFER, JONATHAN D

ART UNIT	PAPER NUMBER
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2178

DATE MAILED: 05/06/2004

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Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	09/751,303	STERLING ET AL.	
	Examiner	Art Unit	
	Jonathan D. Schlaifer	2178	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 28 December 2000.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-10 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-10 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 28 December 2000 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. This action is responsive to application 09/751,303 filed on 12/28/2000, with no prior art filed.
2. Claims 1-10 are pending in the case. Claims 1, 4, and 7 are independent claims.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

3. **Claims 1, 3-5, 7-8 and 10 are rejected under 35 U.S.C. 103(a) as being unpatentable over Baldwin et al. (USPN 5,877,757—filing date 5/23/1997), hereinafter Baldwin.**
4. **Regarding independent claim 1**, Baldwin discloses a method in a computer system network environment for providing support information to vendor customers via a support service provider from a host web page (Fig. 8, the window is a host web page), the support information provided transparently such that a consistent web page format of the host site is maintained (the support information is provided in a floating window, Fig.8), the method comprising the steps of: determining a HTML code for a representative host web page (in col. 4, lines 25-30, an application is selected, which requires determining HTML code, because the application is a web browser); analyzing the HTML code from the representative page to determine portions of the HTML code that define a user's interface with the host web page (in col. 4, lines 30-35, hyperlinks are

identified); copying the determined portions of the HTML code for use in a support service provider's page (in col. 4, lines 30-40, the hypertext links are displayed); identifying portions of the HTML code specific to the host web page (in col. 4, lines 30-45, the links are associated as being with the host web page); replacing identified portions of the HTML code specific to the host web page with the service provider's content (in col. 4, lines 35-40, the help material is displayed in a window); and modifying the host web site to include a link to the support provider web site when support information is requested (in col. 4, lines 35-40, a link to the support provider's web site is provided). Baldwin fails to disclose that the support service provider is third party. However, it was notoriously well known in the art at the time of the invention that it is useful to involve outside sources of information because they can provide supplementary resources. It would have been obvious to one of ordinary skill in the art at the time of the invention to use a third party support service provide because it could provide supplementary resources.

5. **Regarding dependent claim 3**, Baldwin indicates that the hypertext information is being displayed via a browser (Fig. 7, item 134), which is a form of format processor.
6. **Regarding independent claim 4**, Baldwin discloses a method for providing support information to vendor customers (Abstract, lines 1-3, Baldwin is a method for providing help-data), comprising the steps of: providing a vendor web site with vendor web pages including selected user interface features (Abstract, lines 10-20, Baldwin has web pages with links provided); providing a support service provider website with support service provide web pages including user interface features corresponding to the selected user

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interface features of the vendor web pages (Abstract, lines 10-20, hypertext links correspond with the help data; and linking a support selection on the vendor web site to the support service provider web site so that when customers make a support selection it will be transparently linked to the support service provider web page (Abstract, lines 16-20, a hypertext link links the help system to the base browser window).

7. **Regarding dependent claim 5**, Baldwin fails to disclose a method further including the steps of providing links on the support service provider web pages that return users to the vendor web site. However, it was notoriously well known in the art at the time of the invention that it is wise to include a return link in web sites because it enhances the usability of the sites. It would have been obvious to one of ordinary skill in the art at the time of the invention to incorporate a return link into Baldwin because it enhances the usability of the web sites.
8. **Regarding independent claim 7**, Baldwin discloses a computer-implemented system for transparently providing support via an independent support provider web site through links provided on a host web site (Abstract, lines 16-20, a hypertext link links the help system to the base browser window), comprising: a host web site accessible via a computer networking system (item 88 of Figure 4 represents the resources necessary to support a web site); at least one of a host web page defined by HTML language in a specific HTML format (item 94 of Figure 4 represents an HTML web page); a support service independent of the host web site the support service web site accessible via the computer networking system (Figure 7 illustrates access path to help system, which is independent in that it is (see item 144) displayed in a secondary window; a link on the

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host web page connecting the host web sit to the support service web site (Abstract, lines 16-20, a hypertext link links the help system to the base browser window); at least one of a support service web page accessible through the link (see item 154, Figure 8); relevant support information provided on the support service web page, the relevant support information presented in a consistent format to the host web page as defined by the host web page HTML language in the specific HTML format (see item 140, Figure 8).

9. **Regarding dependent claim 8**, Baldwin shows in Figure 8 that the support system's results are displayed visually.
10. **Regarding dependent claim 10**, it is a system which incorporates the feature of a return link as in claim 5 and is rejected under similar rationale.
11. **Claims 2, 6, and 9 is rejected under 35 U.S.C. 103(a) as being unpatentable over Baldwin, further in view of Rosenberg et al. (USPN 6,125,395—filing date 10/4/1999), hereinafter Rosenberg.**
12. **Regarding dependent claim 2**, Baldwin fails to disclose a method further including reviewing a web page address of the host and editing the support service provider's web page address as appropriate to maintain consistent naming with the host's web page address. However, Rosenberg, in col. 6, lines 64-67 and col. 7, lines 1-15 indicates that consistent naming is useful in order to assist users in instinctively navigating the naming system. It would have been obvious to one of ordinary skill in the art at the time of the invention to incorporate consistent naming in the manner of Rosenberg in the context of Baldwin in order to assist users in instinctively navigating the naming system.

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13. **Regarding dependent claim 6**, it is a method where consistent naming is in place as in claim 2 (naming the support service provider web pages to include the vendor web page name is consistent naming and would assist users in instinctively navigating the naming system), and it is rejected under similar rationale.
14. **Regarding dependent claim 9**, it is a system where consistent naming is in place as in claim 2, and it is rejected under similar rationale.

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Conclusion

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

USPN 5,572,643 (filing date 10/19/1995)—Judson

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Jonathan D. Schlaifer whose telephone number is 703-305-9777. The examiner can normally be reached on 8:30-5:00, M-F.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Heather Herndon can be reached on 703-308-5186. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

JS



**STEPHEN S. HONG
PRIMARY EXAMINER**